

26 March 1973

MEMORANDUM FOR: Assistant Deputy Director for Management
and Services

THROUGH : Director of Medical Services

SUBJECT : The Upper-Lower Case Case

REFERENCE : Memo to you, same subject, 9 January 1973

1. The referenced memorandum outlines the problem and indicates that we intend to delve further into the literature on the subject. Our Research Branch was tasked with this problem, and the findings to date have been summarized by Dr. [REDACTED] in the document attached.

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2. In sum, the readability advantage of upper/lower comes through consistently in a variety of studies. The management decisions involved in determining the feasibility of providing upper/lower hinge on cost-effectiveness questions, for which our research resources may be of further help.

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Chief, [REDACTED]
Office of Medical Services

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Attachment
As stated above

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